

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial No. : Not yet assigned Confirmation No.  
Applicant : MOCK et al.  
Filed : Herewith  
Examiner :  
Title : CUSTOMER SERVICE SYSTEM AND METHOD USING  
PHYSIOLOGICAL DATA  
Docket No. : 7463-35  
Customer No. : 30448

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**INFORMATION DISCLOSURE STATEMENT  
PURSUANT TO 37 CFR 1.97(b)**

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Mail Stop Patent Applications  
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P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

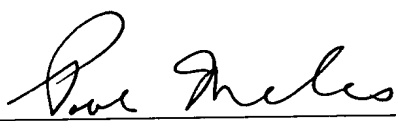
This Information Disclosure Statement is being submitted in compliance with 37 CFR 1.97 and 1.98. A list of documents on form PTO/SB08A and PTO/SB08B together with a concise explanation or a translation of each non-English language document is enclosed herewith.

This paper is submitted in accordance with 37 CFR 1.97(b) and a fee is not required for consideration of these documents.

Respectfully submitted,

Date:

Jan 22, 2004

  
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561/653-5000

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Substitute for form 1449/PTO

# **INFORMATION DISCLOSURE STATEMENT BY APPLICANT** (Use as many sheets as necessary)

Sheet 1 of 1

Application Number  
Filing Date January 22, 2004  
First Named Inventor MOCK et al.  
Art Unit  
Examiner Name  
Attorney Docket Number 7463-35

**U. S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US- 5,184,628	02/09/1993	Shah et al.	
		US- 5,490,505	02/13/1996	Diab et al.	
		US- 6,005,870	12/21/1999	Leung et al.	
		US- 6,151,571	11/21/2000	Pertrushin et al.	
		US- 6,415,026	07/02/2002	Flood	
		US- 6,415,176	07/02/2002	Scheirer et al.	
		US- 6,480,826	11/21/2002	Pertrushin	
		US- 6,491,647	12/10/2002	Bridger et al.	
		US- 6,519,335	02/11/2003	Bushnell	
		US- 6,607,484	08/19/2003	Suzuki et al.	
		US- 6,637,931	10/28/2003	Lee et al.	
		US- 20020194002	12/19/2002	Pertrushin	
		US- 20030147522	08/07/2003	Elazar	
		US-			
		US-			
		US-			
		US-			
		US-			
		US-			

**FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document Country Code <sup>3</sup> Number <sup>4</sup> Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T <sup>6</sup>

Examiner Signature

Date Considered

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. <sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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		Application Number			
		Filing Date	January 22, 2004		
		First Named Inventor	MOCK et al.		
		Art Unit			
		Examiner Name			
Sheet 1	1	of	1	Attorney Docket Number	7463-35

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
		<a href="http://www.purdue.edu/UNS/html4ever/990628.Edwards.fish.html">http://www.purdue.edu/UNS/html4ever/990628.Edwards.fish.html</a>	
		<a href="http://mil-spec-industries.com/truster/nytimes.htm">http://mil-spec-industries.com/truster/nytimes.htm</a>	

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<sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> Applicant is to place a check mark here if English language Translation is attached. This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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